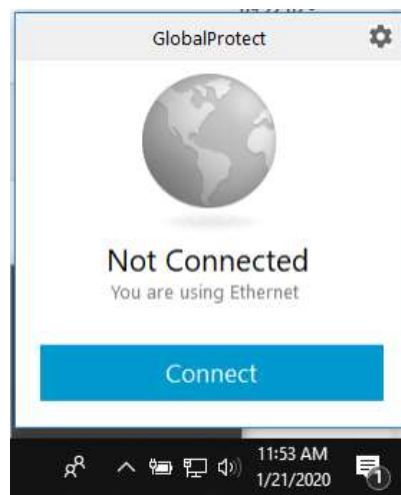


Using Global Protect to Connect to the Umass VPN

- Open Global Protect from your programs list under “Palo Alto”:

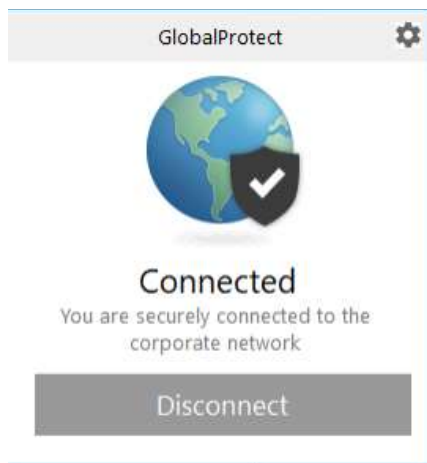


- Or from the Task Bar*



- Click “Connect”
- Enter your NetID and password. Portal should read af-vpn.umass.edu

- After you click ‘Sign In’, you may receive a prompt for Duo Mobile. Duo is our Multi-Factor Authentication service. You’ll need to set up an account at <https://multifactor.umass.edu> if you haven’t already. If you use HR direct, you likely already have a Duo account.
 - If you do not receive Duo phone calls or pushes despite having the software, you may need to set up your Duo account again. Instructions for this can be found at the website listed above.
 - Try to set up Duo for your mobile phone number. If you are not on campus, you will not be able to answer your land line if you set Duo up for your land line.
 - Try to set up multiple methods: Push notifications that require a cell phone application, phone call, and text message pushes.
- You will receive a notification when you have successfully connected.



***If you do not see Global Protect in either location please call the helpdesk at 413-545-1956 so that we may install it for you.**